

June 19th, 2019

CCC MyPath User Group Meeting



California
Community
Colleges

MyPath

Welcome & Introductions

- Your Name
- Your College/Organization
- Your Experience/history with MyPath

Accessing our MyPath User Group meeting information - 2 ways!

[MyPath User Group Meetings](#)

OR <https://cccmypathproject.org/resource-kit>



Agenda

Time	Topic	Facilitator
3:00 - 3:10	Welcome / Introductions	Rick Snodgrass
3:10 - 3:20	Update on MyPath Implementations	Andy Newman
3:20 - 3:45	Document Gathering Service Overview	Mike Caruso
3:45 - 4:10	OpenCCC Redesign and Account Recovery	John Sills
4:10 - 4:25	Chat Support Tool	Jennifer and Mike
4:25 - 4:30	Closing	Jennifer Coleman

Please note: This meeting is being recorded for the purpose of transcription.

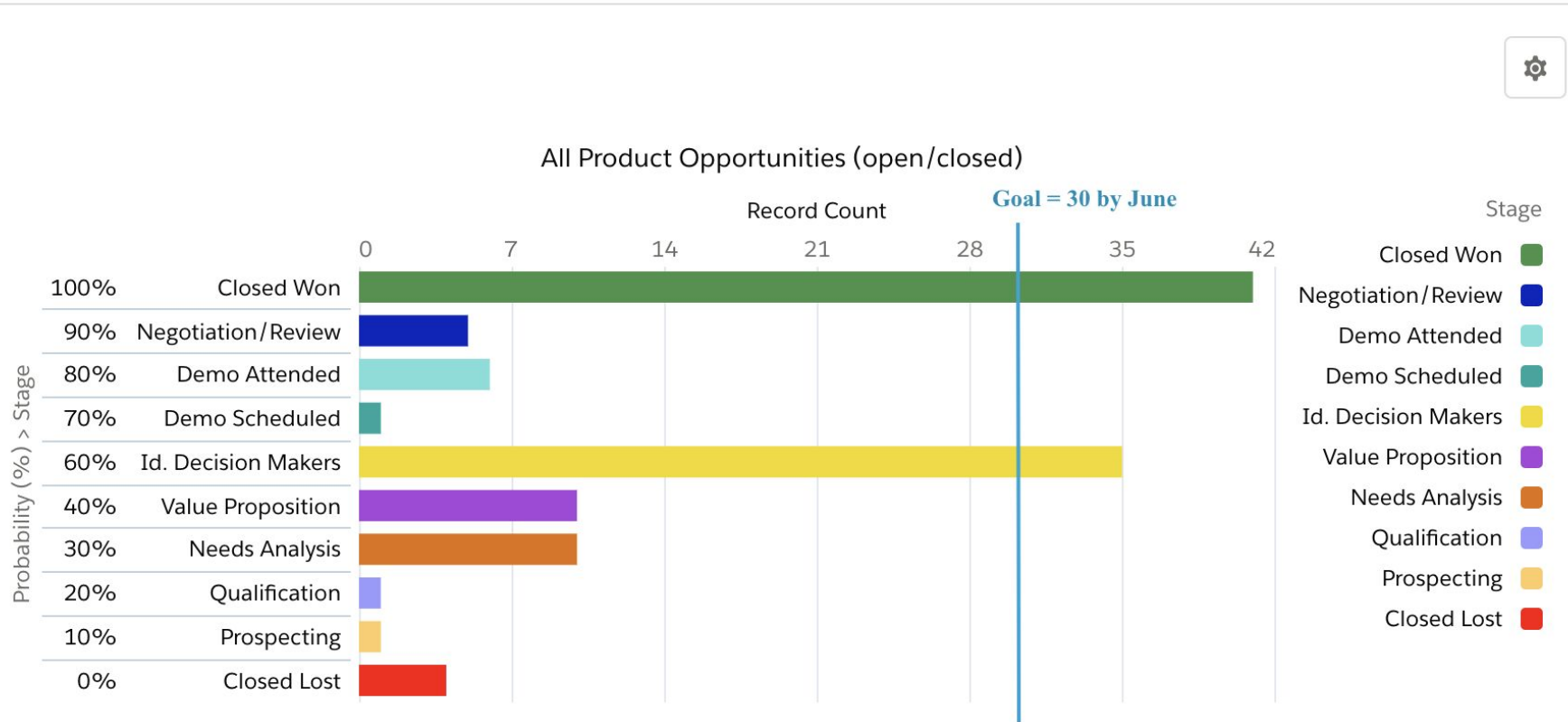
Enabling Services Team Update on MyPath

- Current Stats for MyPath Adoptions
- Current List of Active MyPath Colleges
- Current List of Career Coach Colleges

Current Sign-Up efforts for MyPath Adoption

Total Records

114



40 Colleges Using MyPath

	Account Name ↑	Status
1	American River College	Live
2	Berkeley City College	Live
3	Cerritos College	Install In Progress
4	Citrus College	Install In Progress
5	College of Alameda	Live
6	College of the Canyons	Live
7	College of the Desert	Live
8	Crafton Hills College	Install In Progress
9	Cypress College	Live
10	East Los Angeles College	Sold/Signed Up
11	Evergreen Valley College	Install In Progress
12	Fullerton College	Live
13	Gavilan College	Live
14	Glendale Community College	Install In Progress
15	Golden West College	Live



** **Highlighted** Colleges have gone live since our last MyPath User Group Meeting.

40 Colleges Using MyPath

16	Imperial Valley College	Sold/Signed Up
17	LA City College	Sold/Signed Up
18	LA Harbor College	Sold/Signed Up
19	LA Mission College	Sold/Signed Up
20	Laney College	Live
21	LA Pierce College	Sold/Signed Up
22	LA Southwest College	Sold/Signed Up
23	Lassen Community College	Install In Progress
24	LA Trade Tech College	Sold/Signed Up
25	LA Valley College	Sold/Signed Up
26	Long Beach City College	Live
27	Mendocino College	Live
28	Merritt College	Live
29	Mission College	Install In Progress
30	Mt. San Antonio College	Install In Progress

** **Highlighted** Colleges have gone live since our last MyPath User Group Meeting.

40 Colleges Using MyPath

31	Rio Hondo College	Live
32	Sacramento City College	Install In Progress
33	San Joaquin Delta College	Sold/Signed Up
34	Santa Rosa Junior College	Live
35	Sierra College	Live
36	Solano Community College	Live
37	Taft College	Install In Progress
38	West Los Angeles College	Sold/Signed Up
39	West Valley College	Install In Progress
40	Woodland Community Coll...	Cancelled/Not ...
41	Yuba College	Live

36 Colleges Using Career Coach

	Account Name <input type="text"/>	Status <input type="text"/>
1	Taft College	Install In Progress
2	Glendale Community College	Install In Progress
3	Mt. San Antonio College	Install In Progress
4	Santa Rosa Junior College	Install In Progress
5	Citrus College	Live
6	Lassen Community College	Install In Progress
7	Cerritos College	Install In Progress
8	Evergreen Valley College	Install In Progress
9	Crafton Hills College	Install In Progress
10	Woodland Community College	Cancelled/Not Using
11	LA City College	Sold/Signed Up
12	East Los Angeles College	Sold/Signed Up
13	West Los Angeles College	Sold/Signed Up
14	LA Mission College	Sold/Signed Up
15	Sacramento City College	Install In Progress
16	Imperial Valley College	Sold/Signed Up
17	LA Pierce College	Sold/Signed Up
18	LA Southwest College	Sold/Signed Up

36 Colleges Using Career Coach

19	LA Trade Tech College	Sold/Signed Up
20	LA Harbor College	Sold/Signed Up
21	LA Valley College	Sold/Signed Up
22	Sierra College	Live
23	College of the Desert	Live
24	Long Beach City College	Live
25	Rio Hondo College	Live
26	Yuba College	Live
27	College of the Canyons	Live
28	American River College	Live
29	College of Alameda	Live
30	Laney College	Live
31	Merritt College	Live
32	Berkeley City College	Live
33	Mission College	Live
34	Gavilan College	Live
35	Solano Community College	Live
36	Mendocino College	Live

MyPath FY 18/19 Remaining Development

- Document Gathering Service
 - Now split into two phases
- Mobile Services Requirements
- Technology/Infrastructure Upgrades
- Continued Defect Resolution
- Targeted Next Production Release - July 2019

Legend	Run	Grow	Transform	
	Q1 18/19	Q2 18/19	Q3 18/19	Q4 18/19
CCC MyPath 18/19 Roadmap	MyPath UI/UX Update Phase 1			
	MMI Integration			
		MyPath UI/UX Update Phase 2		
	CCCApply.org and OpenCCC workflow integration			
	Document Upload Service			
		MyPath Mobile Initiative Phase 1		

Document Gathering Service

- CCC MyPath Summer 2019 release includes Document Gathering Service 1.0
- Intended to help collect electronic documents from incoming students and deliver them to your college conveniently in the onboarding process
- Free to use
- No implementation or upgrade required
- Looking for pilot feedback and initial users

Document Gathering Service

Sample demonstration

OpenCCC

Redesign and Account Recovery

John Sills

Current Account Creation - Business Problem

- Needs to be streamlined to comply with AB3101
- Is not responsive to users on mobile devices
- Does not support multiple languages
- Is not easily updated or improved

Backend Improvements

- Separate from CCCApply
- Microservices based backend
- Application Programming Interface (API) support
- Replace support tools with Keycloak



User Interface Improvement

- Integrate into MyPath
- Internationalization built into the UI
 - Spanish language version in first release
- Enhance Security
 - Mobile Phone validation
 - Email validation
 - Invisible Recaptcha
 - Updated password req's

Galaxy
S5 View

Create your account

Enter your mobile phone number to begin creating your MyPath account. You will receive a code via text message to verify your identity and keep your account secure.

Mobile Phone

For international numbers insert + before country code

[Use email instead](#)

[Text My Verification Code](#)

[Back to Sign In](#)





User Interface Improvement

- Streamline the application
 - Remove SSN, Username, PIN, Security questions
 - Use of skip logic
 - Pre-populate data
- Improved Account Recovery
 - Masked email/phone #
- Collect consent for colleges to contact
- Mobile First design

iPhone
view

Create Account

WHAT

Create a secure MyPath account.

WHY

A MyPath account will save your progress for future sessions.

HOW LONG

3 steps (6 minutes, 3 to go)

Step 1 Contact Info

Please enter your Contact Information in the following fields.

* Denotes required field

* Email Address

* Confirm Email Address



Account Redesign Workgroup

- Forming a sub-group of this committee to inform the design of Account Creation and Recovery
- Open to members of this group and the CCCApply User Group
- Purpose
 - Collect a wide range of stakeholder feedback
 - Inform workflow and design decisions



Chat Support Tool

- Team exploring introduction of a chat support tool
- Users would be able to:
 - get instant help responses to common questions,
 - custom college staff-generated answers to more specific inquiries (depending on solution chosen)
- Implementation would need to be generic
 - tool could appear in multiple products
- Feedback?

Next meetings - Fall semester:

- **Wednesday, September 18th - 3 PM - 4:30 PM**
- **Wednesday, December 4th - 3 PM - 4:30 PM**

Closing Comments

Let us know if you'd be willing to share your college's experience with MyPath as part of our monthly Tech Center webinar series.